Maryland Immunization Information System (IIS) ImmuNet Users,

The Maryland IIS team strives to continually enhance the ImmuNet user experience for our users. The most recent enhancement includes self-service password reset. In addition to allowing ImmuNet users to reset their own password, this enhancement also addressed the security measures required for system access, as well as notifications if the user has access issues.

At your next login, you will be presented with a screen shown in Figure 1 where you will be required to answer four security questions that will be stored in your profile. It is essential to use an accurate and current email address as it will be used for all communication related to your password reset.
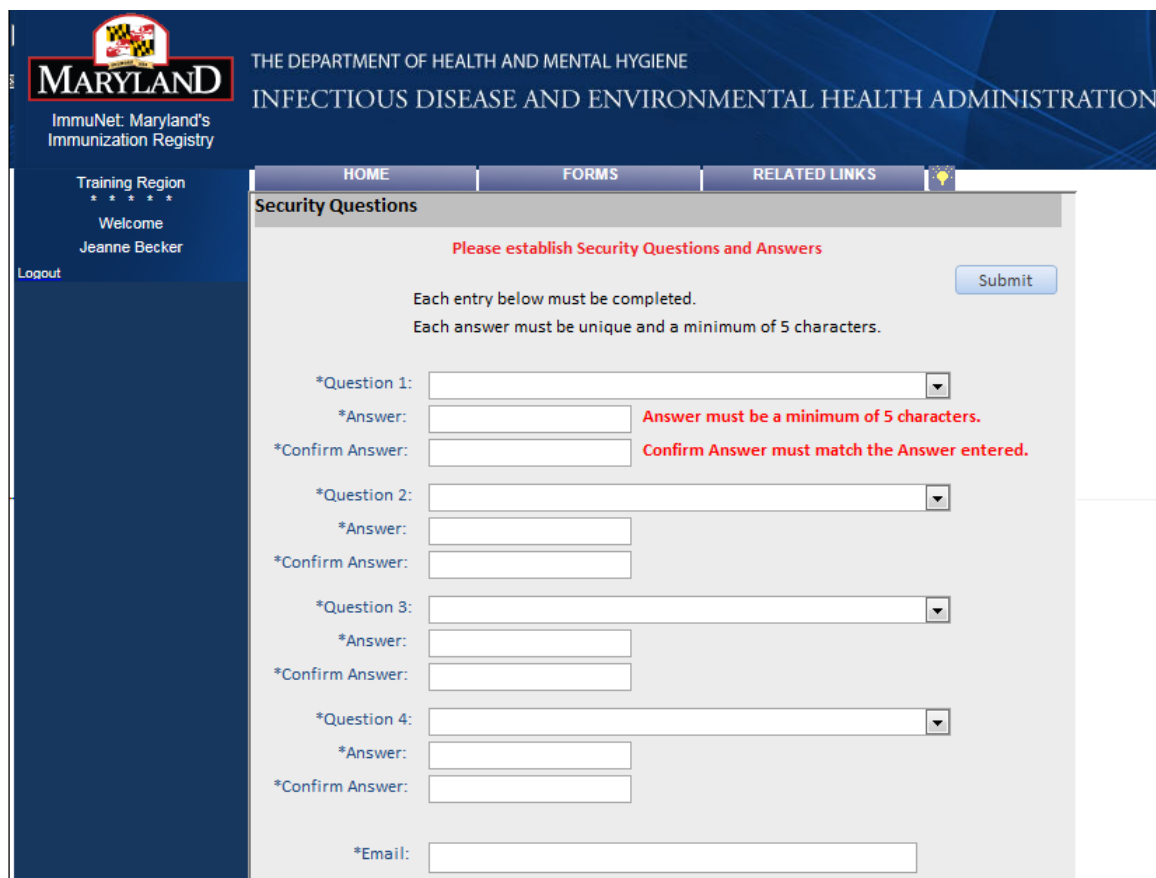
If you forget your password or lock your account due to three consecutive login attempts with wrong credentials, simply click on the **Forgot Password** link (Figure 2) to start the password reset process. The system will randomly ask for an answer to one of your security questions. You will then be presented with a screen (Figure 3) to enter your **username** and **email** address to receive the password reset email (Figure 4). Follow the instructions in the email to reset your password. You will have 24 hours to reset your password. If you are not able to reset your password during the 24 hours, you will be required to restart the password reset process.

Please note that your account will be locked if you:

1. Consecutively answer the security question incorrectly three times, or
2. Select "I do not agree" to ImmuNet security notification

You MUST contact ImmuNet Help Desk to unlock your account.

Thank You,
ImmuNet IIS Team

Figure 1: Security Questions Screen

Figure 2: New ImmuNet Login Screen

Figure 3: Password Reset Screen

Figure 4: Password Reset Email